

This document provides the instructions for FCC Report 43-06, the ARMIS Customer Satisfaction Report, which was adopted in CC Docket No. 87-313. The instructions consist of the following five sections.

1. Reporting Procedures - details on the specific procedures to be followed when submitting this report to the Commission.
2. Report Definition - illustration of the rows and columns to be reported and their definitions.
 - a. Summary - description of the form.
 - b. Form - illustration of the rows and columns to be reported.
 - c. Row Instructions - instructions for completing the rows to be reported.
 - d. Column Descriptions - description of the columns to be reported.
 - e. Certification - illustration of the certification page.
3. Automated Report Specifications - detailed automated data processing (ADP) specifications for the automated report to be filed.
4. Paper Report Specifications - specifications for the paper report to be filed.
5. COSA Code Table - the list of four letter COSA codes (CO = Company, SA = Study Area).

A. Introduction

This document contains details on the specific procedures to be followed when submitting FCC Report 43-06, the ARMIS Customer Satisfaction Report, to the Commission.

B. General Information

1. FCC Report 43-06 was adopted by the Commission in the LEC Price Cap Order, Policy and Rules Concerning Rates for Dominant Carriers, Second Report and Order, CC Docket No. 87-313, 5 FCC Rcd 6786, 6827-30 (1990). See also Quality of Service Standards Order, Policy and Rules Concerning Rates of Dominant Carriers and Amendment of Part 61 of the Commission's Rules to Require Quality of Service Standards in Local Exchange Carrier Tariffs, Memorandum Opinion and Order, CC Docket No. 97-28, 12 FCC Rcd 8115 (1997). This report is prescribed for every incumbent local exchange carrier for whom price cap regulation is mandatory.
2. Affected carriers shall file by April 1 for the previous calendar year.
3. The report shall be filed at the study area (Jurisdiction) and holding company levels.
4. Each report and diskette must be clearly labeled to include the report number, company, study area, period, COSA code, version and submission number. The report number is 43-06, which identifies the filing as the ARMIS Customer Satisfaction Report. The period identifies the year covered by the data. See the attached COSA Code Table (CO = Company, SA = Study Area) for a list of companies and their respective COSAs. The version refers to whether the filing is confidential, Public or unrestricted. The submission number is defined as follows: submission 0 is for test data purposes only; submission 1 is for the first submission of a year's data. If there is a change in the data in either the automated or paper report, the carrier must resubmit both. A higher number (2, 3, etc.) and a new data entry date must be used each time a change occurs to denote a new submission. The automated and paper reports submission numbers must be the same. When correcting format errors, a new submission number is not required; however, the data entry date must be changed to reflect the date of the format change.
5. All correspondence and pleadings shall identify the proceeding as CC Docket No. 87-313.
6. Each reporting carrier must validate its data by using the most recent edit check program(s), provided by the Commission, for the reporting year. When an error is detected, the carrier must correct the error prior to submitting the report to the Commission. Once the carrier corrects its data so that the edit check program identifies no errors, the carrier should submit the ARMIS report along with a copy of the edit check printout to the Commission verifying that the program did not identify any errors.

C. Where to File

1. Carriers submitting FCC Report 43-06 should consult the schedule below which details the number of copies required and the location to which those copies should be delivered.
2. Carriers are reminded that they must serve a copy of both the paper report and the automated report (diskette) on the FCC's contractor for public records duplication.

NUMBER OF COPIES

| | Trans- mittal Letter | Edit Check Report | Paper Report | Automated Report (diskette) |
|---|----------------------------|-------------------------|-----------------|-----------------------------------|
| FCC Secretary Room 222 1919 M Street, N.W. Washington, D.C. 20554 | 1 | — | — | — |
| FCC Common Carrier Bureau Accounting & Audits Division Suite 257 2000 L Street, N.W. Washington D.C., 20554 | 2 | 2 | 2 | 2 |
| FCC Common Carrier Bureau Industry Analysis Division Room 538 1919 M Street, N.W. Washington, D.C. 20554 | 1 | 1 | 1 | 1 |
| International Transcription Services Inc., (ITS) 1231 20th Street, N.W. Washington, D.C. 20036 | 1 | — | 1 | 1 |

D. Footnotes

1. If any data for the current period differs materially from that for the previous period and the difference is not self-explanatory but was caused by unusual circumstances, the filing carrier must include footnote text to explain the specific circumstances fully.
2. If the reporting carrier does not follow the procedures described in the row and column instructions of the attached Report Definition, it must explain any deviations

from those procedures in an explanatory footnote. Such footnotes must provide detailed explanations of the procedures actually used by the carrier and its specific reasons for deviating from procedures prescribed by the Commission's Rules. This provision should not be interpreted to mean that deviations from the prescribed rules will automatically be approved by the Commission.

EXAMPLES:

Do not say, "Data are compiled using a more inclusive process than in previous filing."

Do say, "Data are compiled using a process that includes xxx, which was not included in previous filings. The impact of including xxx in this row inflates this number by x% over the previous reporting period."

Do not say, "This value was not calculated pursuant to the instructions."

Do say, "This value was calculated using the xxx method rather than the method described in the instructions because . . ."

Do not say, "Corrected Data."

Do say, "\$xxxx is changed to \$xxxx because . . ."

Do not say, "Waiver" or "Waiver Granted."

Do say, "Waiver of Part xx.xxx was granted in CC Docket No. xx-xxx, X FCC, xxxx (199x) to allow Any Company to . . . because . . ."

3. The footnote text must be included in the Footnote Text Records and the Footnote Table as specified in the Automated Report Specifications.

E. Errata

1. Carriers are under a legal obligation to correct any erroneous data discovered in FCC Report 43-06. Submissions containing corrected data must include references to indicate which data items were corrected since the previous submission. These references must be included in the Erratum Records and the Erratum Table as specified in the Automated and Paper Report Specifications. In addition, the carrier must include in the transmittal letter a brief statement indicating the reason for the errata.

F. Certification

1. Carriers must certify the accuracy of the data submitted in FCC Report 43-06 by including a certification statement, signed by a corporate officer, as the last page of the paper report.
2. The text of the certification statement is included in the attached Report Definition.

G. Waivers

1. If a carrier determines that it will be unable to provide data required by FCC Report 43-06, it must file an application for waiver with the Commission following established Commission procedures. All such requests from a carrier should be included in a single application. The application must demonstrate good cause for reporting a different or lower level of detail, must establish the duration of the waiver requested, and must indicate how these deficiencies will be corrected.
2. Carriers should not act upon requests for waiver until waivers are granted. It is important that carriers be aware that waivers are not in effect until they are granted, in writing, by the Commission or under delegated authority.
3. Omission of individual data items or entries, without request for waiver, is unacceptable. One reason that compliance with the full requirements is so important is that omission of any single data entry by any carrier will jeopardize the accuracy of aggregate industry information.

H. Extension of Filing Time

1. Requests for extensions of filing time must be made in a timely manner. Requests received less than 72 hours prior to a filing date are prima facie unreasonable.

I. Public Information

1. The paper reports filed as Report 43-06 may be examined by the public from 9:00 a.m. to 12:00 p.m. and from 1:00 p.m. to 4:00 p.m., Monday through Friday, in Room 812, 2000 L Street, N.W., Washington, D.C.
2. Copies of the paper or automated reports filed as Report 43-06 may be obtained from the FCC's contractor for public records duplication, ITS. Parties should contact ITS at (202) 857-3800.

For further information regarding these procedures, contact:

Barbara Van Hagen
FCC Common Carrier Bureau
Accounting & Audits Division
(202) 418-0840

SUMMARY

This document provides the Report Definition for FCC Report 43-06, the ARMIS Customer Satisfaction Report which must be provided annually by study area. It contains the following:

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| Certification | 5 |

All percentage amounts must be entered in percent and rounded to 2 decimal places.

All monetary figures must be rounded to the nearest thousand dollars. All number of offices and customers must be entered in whole numbers.

All fields must be populated. If a data measure equals the quantity zero, enter zero in that field. This is the only proper use of zero in this report. If a filing carrier has a waiver applicable to a certain field, it must treat the data for that field as "Irretrievable" and footnote the reason for that entry (including a cite to the waiver, and a note as to its duration). Items which need not be reported because they do not apply are designated by N/A. DO NOT override N/As. If a reporting carrier should wish to apply data to a field containing an N/A, the carrier should enter the amount(s) and an explanation as a footnote to the field. The amount(s) must not be entered in an N/A'd field.

REMEMBER: Footnotes are mandatory for all "Irretrievable" entries.

When errata occur, carriers must include in the transmittal letter a brief statement indicating the reason for the errata. Other explanatory notes must be included in the footnote section of the filing.

NOTICE: The ARMIS Customer Satisfaction Report collects data designed to capture trends in service quality under price cap regulation and improves and standardizes existing reporting requirements for this purpose. The ARMIS Customer Satisfaction Report specifies information requirements in a consistent format and is essential to the FCC to monitor service quality under price cap regulation.

Public reporting burden for this collection of information is estimated to average 720 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this estimate burden or any other aspect of this collection of information, including suggestions for reducing the burden to the Federal Communications Commissions, Office of Managing Director, Washington, DC 20554.

An agency may not conduct or sponsor and a person is not required to respond to a collection of information unless it displays a currently valid control number.

Customer Satisfaction Report

Row Instructions

Table I

Table I is a summary report of the results of the responding carriers' customer satisfaction surveys consisting of generic categories into which the disaggregated categories used by the carriers may be summarized. We chose generic categories in order to maintain the integrity of the individual customer satisfaction surveys, designed by each of the carriers, to suit each carrier's unique circumstances. Use the rounding conventions specified in the column instructions when entering these data. **Footnotes are mandatory for all "irretrievable" entries.**

Row 0020 - Reserved

Row 0040 - Installations - In this row enter the number of customers surveyed and the percent dissatisfied with the reporting carrier's installation services and procedures.

Row 0060 - Repairs - In this row enter the number of customers surveyed and the percent dissatisfied with the reporting carrier's repair services and procedures.

Row 0080 - Business Office - In this row enter the number of customers surveyed and the percent dissatisfied with the reporting carrier's business office services and procedures.

Customer Satisfaction Report

Column Descriptions

Table I

Column (ab) - Number of Residential Customers Surveyed - This column represents the number of residential customers surveyed. Enter in whole numbers.

Column (ac) - Percent of Residential Customers Dissatisfied - This column represents the percentage of residential customers surveyed who registered a dissatisfied response. Enter this amount in percent, rounded to two places.

Column (ad) - Small Business Customers Surveyed - This column represents the number of small business customers surveyed. "Small business customer" is defined by the filing ILEC. Enter in whole numbers.

Column (ae) - Percent of Small Business Customers Dissatisfied - This column represents the percentage of small business customers surveyed who registered a dissatisfied response. Enter this amount in percent, rounded to two places.

Column (af) - Number of Large Business Customers Surveyed - This column represents the number of large business customers surveyed. "Large business customer" is defined by the filing ILEC. Enter in whole numbers.

Column (ag) - Percent of Large Business Customers Surveyed - This column represents the percentage of large business customers surveyed who registered a dissatisfied response. Enter this amount in percent, rounded to two places.

CERTIFICATION

I certify that I am an officer of _____;
that I have examined the foregoing report and that to the best of my knowledge, information, and
belief, all statements of fact contained in this report are true and that said report is an accurate
statement of the affairs of the above named respondent in respect to the data set forth herein for
the period from _____ to _____.

PRINTED NAME

POSITION

SIGNATURE

DATE

(Persons making willful false statements in this report form can be punished by fine or imprisonment under the Communications Act, 47 U.S.C. 220(e).)

CONTACT PERSON

TELEPHONE NUMBER
